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**C. INTRODUCTION:** The Massachusetts Department of Public Health (MDPH), Bureau of Laboratory Sciences (BLS) located at the William A. Hinton State Laboratory Institute (HSLI) is a tenant of the University of Massachusetts Medical School (UMMS) Jamaica Plain (JP) campus, and provides comprehensive public health laboratory services for the identification of agents of bioterrorism, chemical terrorism, and other agents which can threaten public health. The MDPH BLS is a CDC Select Agents and Toxins (SAT) Program Registered Entity (laboratory) that performs testing for local, regional and national agencies as part of the Laboratory Response Network (LRN). All SAT Program registered entities must develop and implement incident response plans in accordance with 42 CFR 73.

**D. PURPOSE:** The purpose of this document is to describe the response procedures used by the MDPH BLS in the event of various emergency and exigent circumstances. Per 42 CFR 73, SAT Program-registered entities must develop and implement a written incident response plan. The plan must be coordinated with entity-wide plans, kept in the workplace, and available to employees for review. The plan must fully describe the entity's response

procedures for the theft, loss, or release of an SAT; inventory discrepancies; security breaches (including information systems); severe weather and other natural disasters; workplace violence; bomb threats and suspicious packages; and emergencies such as fire, gas leak, explosion, power outage, etc. Due to co-location of laboratory work areas, overlapping laboratory locations, and co-location of personnel, these procedures are also applicable to non-SAT laboratories and work areas within the MDPH BLS that must be able to respond to the same types of threat circumstances in conjunction with the SAT Program-registered laboratories.

**E. SCOPE:** This document describes response procedures for emergency situations as they relate to the SAT Program and the other laboratory operations/programs of the MDPH BLS. The document will serve as a source of information for managing, minimizing, or mitigating events which threaten a secure and safe environment or which disrupt operations at the MDPH BLS for all personnel (visitors, contractors, and employees). The procedures contained herein are applicable to all persons with access to the MDPH BLS facilities.

**F. RESPONSIBILITY:** It is the responsibility of facility administrators, administrative staff, senior management, principal investigators, all supervisory staff, all laboratory workers, human resource officials, information technology (IT) staff, engineering and engineering support staff, maintenance staff, facility security officials, facility safety officers (both MDPH/HSLI and UMMS) to implement this SOP to enhance response to events that may threaten a secure and safe work environment. MDPH/SLI and UMMS will collaborate to ensure that these incident response recommendations provide a reasonable and adequate plan for assuring laboratory safety and security without unduly impacting the work performed by employees.

**1. Director, MDPH Bureau of Laboratory Sciences (MDPH BLS Director):**

Responsible for assuring that a system exists which reduces risks and assures the physical security of the laboratory facility, employees, information systems, and SATs for the entire BLS including: adopting, supporting and implementing laboratory-wide policies consistent with all relevant state and federal laws, regulations, and guidelines; reviewing, updating, and approving policies and procedures after any incident or change in regulations, and at least annually; working with law enforcement and emergency response organizations to assure adequate protection of samples and information to meet legal and professional standards; assuring that a laboratory event reporting system exists for incidents, errors, and security breaches that occur; supporting the SAT Program RO in compliance with Title 42, CFR, Part 73.

**2. MDPH BLS SAT Program Responsible Official (RO):**

Reports to BLS director; responsible for ensuring that the requirements of 42 CFR 73 are met on behalf of the MDPH BLS registered entity and for ensuring compliance with developing and implementing safety, security and emergency response plans in accordance with 73.10 through 73.12; ensures that only approved individuals have access to SATs in accordance with 73.8 and 73.11; ensures appropriate training for safety, security and emergency response in accordance with 73.14; provides timely notice of any theft, loss, or release of an SAT in accordance with 73.13; reports the identification of an SAT resulting from diagnosis, verification, or proficiency testing in accordance with 73.6; ensures that the incident response plan is reviewed annually (and as needed after any drill, exercise, or incident) and revised as necessary; ensures that drills or exercises are conducted at least annually to test and evaluate the effectiveness of the plan.

**3. MDPH BLS SAT Program Alternate Responsible Officials (ARO):**

Report to RO and BLS director; act on behalf of the RO as directed for the RO responsibilities listed above.

**4. UMMS JP Campus Managing Director (UMMS-MD) and Property Manager:**

Responsible for managing the overall operations at UMMS JP campus including emergency response planning and deployment of procedures during incidents and events which affect all tenant agencies located on campus.

**5. UMMS Facilities Manager (UMMS-FM):**

Responsible for managing UMMS JP emergency response planning and deployment of procedures during incidents and events which affect all tenant agencies located on campus. Ensure that UMMS security personnel participate in emergency response and incident reporting drills.

**6. UMMS Security Manager (UMMS-SM):**

Oversees building security and provides emergency response training to UMMS security personnel; ensures that UMMS security personnel participate in emergency response and incident reporting drills; maintains photo ID/pass card system for employee facility access control; maintains security of and controls access to the overall facility, including the main entrance and reception area at the front of the building and the entrance to and from the loading dock area; enforces security policies; reports any breaches in security to UMMS-MD and BLS director or designees.

**7. UMMS Environmental Health and Safety Officer (UMMS-EHS):**

Responsible for training of all UMMS and DPH employees in the overall facility Emergency Response and the Contingency Plan; provides technical expertise in developing appropriate health and safety related procedures and participates in drills to exercise plan.

**8. MDPH BLS Laboratory Security System Manager (LSSM) and Assistant Manager (LSSAM):**

Report to BLS director; maintain access card system and fingerprint system for laboratory access control; print out LSS system reports and inform the **UMMS-SM, BLS Director, and RO** of violations associated with the SAT laboratories; immediately report any breaches to Security and the RO.

**9. MDPH BLS Laboratory Division Directors:**

Report to BLS director; responsible for overseeing the activities of the SAT Program Principal Investigators (PIs) for the SAT laboratories that fall within their laboratory divisions; responsible for overseeing the activities of the laboratory supervisors for non-SAT laboratories within their division.

**10. MDPH BLS SAT Program Principal Investigators (PI):**

Report to BLS division director; responsible for compliance with all select agent regulatory requirements for their labs; ensure that all personnel accessing their SAT- registered laboratory are appropriately trained and follow all relevant SOPs for working with SATs, which may include SOPs for test procedures, biosafety, agent storage, transfer, and destruction, reporting agent theft, loss, or release, packaging and shipping, and inventory control; maintain the SAT inventory to ensure adequate control and up-to-date inventory of stock cultures, toxins, and agents; maintain documentation regarding the agents' location, use, storage conditions, external transfers, and destruction; maintain accurate and up-to-date records of authorization for entry into limited access areas where select agents are held; follow protocols for intrafacility transfer of select agents (within MDPH BLS); follow procedures for transferring SATs, or specimens which may contain SATs, to and from HSLI; comply with federal and international regulations for packaging, labeling, and transporting select agents and toxins; ensure that required permits [e.g., USPHS, USDA, USDOT, US Dept of Commerce or International Air Transport Association (IATA)] are obtained before transporting SATs; ensure that materials are decontaminated before they leave the laboratory area; ensure that laboratory security is not compromised; report any suspicious activity to the BLS Director and the RO.

**11. MDPH BLS Laboratory Supervisors:**

Report to SAT Program PI or division director; responsible for routine operations of their laboratories; for SAT labs, assist PI with implementation of procedures needed for compliance with SAT regulations; ensure that all personnel accessing their laboratories are appropriately trained and follow all relevant SOPs for working with SATs and other biological and chemical agents, which may include SOPs for test procedures, biosafety, agent storage, transfer, and destruction, reporting agent theft, loss or release, packaging and shipping, and inventory control; maintain the SAT inventory to ensure adequate control and up-to-date inventory of stock cultures, toxins, and agents; maintain documentation regarding the agents' location, use, storage conditions, external transfers, and destruction; maintain accurate and up-to-date records of authorization for entry into restricted access areas where materials are held; follow protocols for intrafacility transfer of materials (within MDPH BLS); follow procedures for transferring SATs, or specimens which may contain SATs to and from HSLI; comply with federal and international regulations for packaging, labeling and transporting materials; ensure that required permits [e.g., USPHS, USDA, USDOT, US Dept of Commerce or International Air Transport Association (IATA)] are obtained

before transporting materials; ensure that materials are decontaminated before they leave the laboratory area; ensure that laboratory security is not compromised; report any suspicious activity to the BLS Director and the RO.

## **12. MDPH Office of Information Technology (IT) Services**

Responsible for adopting and implementing policies and procedures which assure the security of laboratory information that is stored, transferred, or accessed electronically, including the MDPH BLS Bioterrorism Information System, the SAT inventory system, the security access system, and RO databases; maintains the physical integrity and security of servers, workstations and other IT devices.

## **13. Personnel occupying, working in, or visiting MDPH BLS spaces**

Responsible for following all security and safety procedures adopted by the facility including facility access, laboratory access, and laboratory safety; follow laboratory protocols, policies, and procedures related to working with SAT and other biological and chemical pathogens and toxins, including procedures for confidentiality and security of laboratory information systems; promptly report any significant safety or security incident, theft, loss or release of any SAT, any suspicious activity or breach of security; maintain confidentiality both inside and outside the workplace regarding protected or sensitive information involving patients, events, security procedures or laboratory operations.

## **G. DEFINITIONS:**

<b>Contaminated</b>	The presence of blood, infectious materials, potentially infected materials, toxins, on an item or surface.
<b>Decontaminated</b>	A process that consists of cleaning combined with disinfection or sterilization.
<b>Loss</b>	A failure to account for select agent or toxin.
<b>Occupational exposure</b>	Any event which results in any person in a registered entity facility or lab not being appropriately protected in the presence of an agent or toxin. This may include reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potential infectious materials that may result from the performance of a person's duties. For example, a sharps injury from a needle being used in select agent or toxin work would be considered an occupational exposure.
<b>Primary containment barriers</b>	Specialized items designed or engineered for the capture or containment of hazardous biological agents. Examples include biological safety cabinets, trunnion centrifuge cups, and aerosol-containing blenders.
<b>Release</b>	A discharge of a select agent or toxin outside the primary containment barrier due to a failure in the containment system, an accidental spill, occupational exposure, or a theft. Any incident that results in the activation of a post exposure medical surveillance/prophylaxis protocol should be reported as a release.
<b>Theft</b>	Unauthorized removal of select agent or toxin.

## **H. RELATED DOCUMENTS:**

MDPH BLS	SOP 01OH004 Exposure Control Plan And Universal Precautions: Blood Borne Pathogens And BL2 Agents
MDPH BLS	SOP 10FC002 Biohazardous Waste Disposal
MDPH BLS	SOP 01OH002 Biohazard Disinfection
MDPH BLS	SOP 10OH001 Biological Hazard Post Exposure Plan
MDPH BLS	SOP 10OH003 Biocontainment Operations Manual: BL3 Agents
MDPH BLS	SOP 10OH011 Biosafety Plan: Bioterrorism Response Laboratory
MDPH BLS	SOP 10OH009 Biosafety Plan: EEE Virus PCR Testing
MDPH BLS	SOP 10OH008 Biosafety Plan: Virus Isolation Laboratory- Select Agents
MDPH BLS	SOP SA.001 Laboratory Security System
MDPH BLS	SOP SA.002 Select Agent Inventory Management
MDPH BLS	SOP SA.003 Procedure for the Certificate of Registration and Amendments to Registration
MDPH BLS	SOP SA.004 Health and Safety Surveillance Guidelines for Select Agents and Toxins
UMMS	Emergency Response and Contingency Plan (and accompanying Emergency Response Guidelines - UMMS JP poster booklets)
UMMS	Building Security Access
ITD	Information Technology Division (ITD) Enterprise Information Security Policy (REF # ITD-SEC-1.2) <a href="http://www.mass.gov/Eoaf/docs/itd/policies_standards/Infosec_ITD-SEC-1-2_Final200904.rtf">http://www.mass.gov/Eoaf/docs/itd/policies_standards/Infosec_ITD-SEC-1-2_Final200904.rtf</a>
ITD	Information Technology Division (ITD) Enterprise IT Security Incident Response Policy (REF# ITD-SEC-4.2) <a href="http://www.mass.gov/Eoaf/docs/itd/policies_standards/Ent_Pol_Sec_SecInsRes_Low.rtf">http://www.mass.gov/Eoaf/docs/itd/policies_standards/Ent_Pol_Sec_SecInsRes_Low.rtf</a>
ITD	Information Technology Division (ITD) Enterprise Security Incident Handling Procedures (REF# ITD-SEC-4.2-Proc.1) <a href="http://www.mass.gov/Eoaf/docs/itd/policies_standards/Ent_Proc_Sec_SecInsRes_Low.rtf">http://www.mass.gov/Eoaf/docs/itd/policies_standards/Ent_Proc_Sec_SecInsRes_Low.rtf</a>
EOHHS	Executive Order 504 Security & Confidentiality of Personal Information, Executive Office of Health and Human Services Information Security Program Summary Web Version September 1, 2009 ( <a href="http://eohhs-web.ehs.state.ma.us/wp/informationsecurity.aspx">http://eohhs-web.ehs.state.ma.us/wp/informationsecurity.aspx</a> )
CDC/NIH	Biosafety in Microbiological and Biomedical Laboratories (BMBL), CDC and NIH, 5 <sup>th</sup> Edition, 2007
MSDS	Material Safety Data Sheets (MSDS) for specific laboratory related reagents/materials, SAT, and infectious or toxic materials.

**I. EQUIPMENT:** Any equipment required for these procedures will be described in each topic's section.

**J. SAFETY:** The incident response procedures described in this document comply with safety protocols and practices as cited within the various references and documents used to develop this plan.

## **K. PROCEDURES**

Per 42 CFR 73, SAT Program-registered laboratories must develop and implement a written incident response plan. The incident response plan must be coordinated with entity-wide plans, kept in the workplace, and available to employees for review. The incident response plan must fully describe the entity's response procedures for the theft, loss, or release of a select agent or toxin; inventory discrepancies; security breaches (including information systems); severe weather and other natural disasters; workplace violence; bomb threats and suspicious packages; and emergencies such as fire, gas leak, explosion, power outage, etc. The response procedures must account for hazards associated with the SAT and appropriate actions to contain such SAT.

The incident response plan must also contain the following information: (1) the name and contact information (e.g., home and work) for the individual or entity (e.g., responsible official, alternate responsible official(s), biosafety officer, etc.); (2) the name and contact information for the building owner and/or manager, where applicable; (3) the name and contact information for tenant offices, where applicable; (4) the name and contact information for the physical security official for the building, where applicable; (5) personnel roles and lines of authority and communication; (6) planning and coordination with local emergency responders; (7) procedures to be followed by employees performing rescue or medical duties; (8) emergency medical treatment and first aid; (9) a list of personal protective and emergency equipment, and their locations; (10) site security and control; (11) procedures for emergency evacuation, including type of evacuation, exit route assignments, safe distances, and places of refuge; and (12) decontamination procedures.

### **1. Theft or loss of an SAT, or inventory discrepancy involving an SAT**

- a. If an RO has a reasonable suspicion that a theft, loss, or release has occurred, the RO should notify CDC immediately. Information should be submitted as it becomes known, but no later than 24 hours.
- b. For the theft or loss of an SAT, notify the appropriate federal, state, or local law enforcement agencies. Individuals or entities must report thefts or losses even if the SAT is subsequently recovered and/or the responsible parties are identified.
- c. The initial report should include as much information as possible about the incident, including (1) type of incident, (2) date and time, (3) SAT and quantity, and (4) summary of events that include the location of the incident and list of other agencies notified.
- d. The PI must perform a complete inventory no later than 5 hours after the discovery.
- e. Within seven days, the entity must submit a complete APHIS/CDC Form 3 (Report of Theft, Loss or Release) to CDC. Supporting documentation, such as access logs, standard operating procedures, and the follow up investigation, should be provided. The form and supporting documentation may be submitted by either fax or email.

### **2. Release of an SAT**

- a. Employees working with SATs must report any accidents, spills, exposures, or suspicious activity to the SAT laboratory supervisor, PI, or RO at once.
- b. Upon discovery of a release of an SAT, the PI must immediately notify the RO, providing the following information:
  - 1) The name of the SAT
  - 2) Any identifying information (e.g. strain or other characterization information)
  - 3) An estimate of the quantity released
  - 4) The start time and duration of the release
  - 5) The specific location or environment (room number, lab name or area, inside or outside the registered area, drain in a waste system etc.) where the release occurred
  - 6) The number of individuals potentially exposed
  - 7) Any actions taken to respond to the release
  - 8) Any hazards posed by the release

- 9) Any other information that may be helpful to the MDPH BLS Director, RO, CDC, law enforcement or health and safety.
- c. The RO should notify CDC immediately. The RO must submit a follow-up report in writing to CDC within 7 calendar days of the release using APHIS/CDC Form 3.
- d. If an employee has potentially been exposed, he/she should notify the lab supervisor, PI, or the BLS Director, and seek first aid or medical advice, and complete a DPH Human Resources (HR) Industrial Accident (IA) form.
- e. The incident must be thoroughly investigated and controls must be put into place to prevent any future repeated exposures.
- f. **Disinfection/spill response**
  - 1) Notify other employees that a spill or release has occurred.
  - 2) Only individuals who have been trained on the mitigation of infectious spills are qualified to clean a spill.
  - 3) Allow aerosols to settle. For high impact spills (eg, vial dropped from bench top onto floor), allow aerosols to settle for at least one half hour. For low impact spills that generate minimal aerosols (eg infectious fluid leaks slowly out the bottom of a cracked glass vial that is sitting on a bench top), it may not be necessary to wait a full 30 minutes for aerosols to settle.
  - 4) Wearing protective clothing (which may include tie-back gown, double gloves, face shield and waterproof booties), gently cover the spill with paper towels, surround the spill with absorbent socks if needed, and apply suitable disinfectant. Pour disinfectant onto spill starting at the perimeter and working towards the center.
  - 5) Allow sufficient contact time before clean up, at least 20 minutes.
  - 6) Absorb the spill with gel pads; dispose as biohazardous waste.
  - 7) Wipe down the area with bleach solution, rinse the area with 70% ethanol (as per LRN procedures), and allow it to air dry.
  - 8) Discard all cleanup materials as biohazardous waste and autoclave.
  - 9) Record the exact details of the spill in writing: what was spilled, how much, the date and time, any special conditions, equipment involved, personnel involved or exposed.
  - 10) Provide this information to the RO, MDPH BLS Director, PI, and the UMMS EHS Department.
  - 11) Document the spill or release and give a copy to the RO and place a copy in the laboratory problem log book.
  - 12) The document will be reviewed, recommendations will be made and follow-up actions will be implemented to prevent further incidents. The document will also serve as a record of the incident in the event that medical symptoms arise.
- g. **Procedure for laboratory decontamination**
  - 1) In the event of widespread contamination of the laboratory space, laboratory decontamination may be necessary.
  - 2) Building personnel will be notified of impending decontamination by the UMMS EH&S office.
  - 3) The laboratory will be cleared of all unessential personnel.
  - 4) All biohazardous material will be autoclaved out of the facility or sealed and placed in a locked refrigerator, freezer or locked incubators.
  - 5) The laboratory will be prepared and decontaminated by B&V Testing. All doors, pass throughs, and room diffusers (as applicable) will be sealed. HVAC will be turned off and biological indicators (BIs) will be placed inside the laboratory.
  - 6) Vaporized Hydrogen Peroxide (VHP) or an acceptable alternative will be introduced into the laboratory space for the period required to obtain sufficient concentration.
  - 7) Concentrations will be measured within the space and within the safety perimeter surrounding the laboratory space during the procedure.
  - 8) The HVAC system will be re-engaged when the decontamination treatment is complete. Concentrations will be measured within the space.
  - 9) Laboratory personnel will be allowed to re-enter the space when the concentration is  $\leq 1\text{ppm}$ .
  - 10) The BIs will be collected and sent to an independent FDA registered laboratory for analysis.

### 3. Security breaches (including information systems)

- a. **Security breaches:** After hours and during working hours, Security will inspect the exterior doors and windows for signs of forced entry and must contact the UMMS-FM and the BLS Director to report any breach in security. In the event of a forced entry, the SLI Director will contact the State Police and/or the FBI as appropriate. During this time, building access will be limited. The BLS Director will notify the RO and PIs as appropriate. After law enforcement has determined that no intruders are present, the UMMS-FM will inspect the laboratory area for signs of forced entry to select agent labs. The PIs must conduct an inventory of SATs. If evidence of theft exists, the PI must notify the RO and the BLS Director.
- b. **IT security breaches:**
  1. BLS is a Commonwealth of Massachusetts entity that resides within the security perimeter managed by the Information Technology Division (ITD) that comprises the wide area network (WAN) community known as the Massachusetts Access to Government Network (MAGNet). All MAGNet participants must be able to identify, report, and resolve security incidents in a manner that mitigates current and future risk to themselves and other potentially affected entities and comply with the ITD Enterprise Information Security Policy (REF # ITD-SEC-1.2) and the Executive Office of Health and Human Services Information Security Program Summary.
  2. Report information system security emergencies or cybercrimes, including any breaches or tampering with the information technology systems or the network, to the MDPH BLS Director of Quality Assurance (QA) and Information Technology (IT). The Director of QA and IT is responsible for notifying the BLS Director and MDPH IT. MDPH IT will then comply with the Enterprise IT Security Incident Response Policy (REF# ITD-SEC-4.2) for responding to Security Incidents and Attack Intrusions. The Enterprise Security Incident Handling Procedures (REF# ITD-SEC-4.2- Proc.1) are in support of and in compliance with the Enterprise IT Security Incident Response Policy.
- c. **Response to unauthorized or suspicious persons or activities**
  - 1) Contact Security using the emergency number **5911**. After hours or weekends, contact Security at Zero (0) or 5911.
  - 2) Give a description of the individual along with the exact location of the person (room number, floor, wing, etc).
  - 3) Security will notify the UMMS-SM and/or the UMMS-FM, and if needed, the State Police for support.
  - 4) If an SAT area is involved, notify the RO and PI.
  - 5) Depending on the activity involved, it may be necessary for the RO to contact the FBI.
  - 6) If an SAT area is involved, the UMMS-SM must fill out an incident report and give a copy to the RO.

### 4. Severe weather and other natural disasters (floods, storms, hurricanes, tornadoes)

- a. **SAT Laboratories**
  - 1) All registered laboratories must be manually locked down when significant adverse weather is anticipated or after the fact if power goes out for any reason.
  - 2) Notify the RO if there is any damage or impact on SAT inventory or security.
  - 3) Notify the RO and the appropriate PI if relocation of the SAT(s) is required.
- b. **UMMS Facilities Management**
  - 1) Shut off gas and electrical power if necessary.
  - 2) Monitor water seepage into the basement and plug leaks.
  - 3) Pump water out of the basement. Obtain additional pumps if needed.
  - 4) Monitor storm drains for back up. Plug lines in manholes if necessary.
  - 5) Unbolt and leave the tops on manholes.
  - 6) Anchor, brace, or relocate equipment that could float.
  - 7) Begin sandbagging if needed.
  - 8) Assist in rescue efforts.
  - 9) Monitor radio and television broadcasts for progress reports.
- c. **UMMS EHS**
  - 1) Act as a resource on issues of safety involving environmental, chemical, fire, and biological hazards.
  - 2) Survey areas for hazardous materials and direct activities for safely securing such material.

- 3) Assist in rescue efforts.
- 4) Assume control of command center.

d. Employees

- 1) Assist in securing and protecting instruments and materials.
- 2) Await notification for evacuation.

5. **Workplace violence:** The Commonwealth of Massachusetts adheres to a workplace violence policy administered by the HR division.

a. Employees should:

- 1) Secure their own workplace.
- 2) Question and/or report strangers to supervisors.
- 3) Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.
- 4) Not confront individuals who are a threat.
- 5) Be familiar with the resources of the Employee Assistance Program (EAP).
- 6) Take all threats seriously.
- 7) Report incidents to supervisors and security.

b. Supervisors should:

- 1) Inform employees of workplace violence policies and procedures.
- 2) Ensure that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials.
- 3) Respond to potential threats and escalating situations by utilizing proper resources from local law enforcement, HR staff, and the EAP.
- 4) Take all threats seriously.

5) **Report emergencies immediately to X5911**

- 6) Report individuals engaged in violent behavior in the workplace to Security.

c. For workplace violence involving SAT:

- 1) Violent individuals who have access to registered laboratories and/or SAT will have their approval to work with SAT and/or access to SAT-registered areas suspended by the RO pending an investigation.
- 2) The RO will decide whether the individual will have their authorization to work with or access SAT reinstated.

## 6. Bomb threats and suspicious packages

a. *If the bomb threat is received in a letter by mail:*

- 1) Handle the letter or envelope containing the threat as little as possible to avoid compromising fingerprints. Preserve any items as evidence.
- 2) Treat the scene as a crime scene. Preserve evidence for law enforcement for forensic examination of criminal evidence and fingerprinting (regardless of whether the threat is determined to be accompanied by a hazardous material).
- 3) Notify Security at 5911. Security then will notify:
  - a) The UMMS-MD, the UMMS-FM, or UMMS-SM.
  - b) The State Police as instructed by one of the above persons. The State Police will report the incident to the State Bomb Squad.
  - c) The Bioterrorism Response Laboratory (BTRL).
- 4) The BTRL PI will contact the Postal Inspector if it appears that the threat was delivered through the U.S. Postal Service, and will contact other appropriate law enforcement (eg, local FBI Weapons of Mass Destruction (WMD) coordinator) as warranted.
  - a) Any sample (evidence) collection must be coordinated with law enforcement (FBI).
  - b) Transfer custody of evidence to law enforcement as soon as possible. Maintain chain of custody by obtaining a record of names and signatures every time the custody of the item changes hands.

b. *If the bomb threat is received over the phone:*

- 1) Keep calm and keep talking to the caller. Do not hang up.
- 2) If possible, signal a co-worker to call Security at 5911. Security will call:

- a) The State Police to report a bomb threat call in progress. The State Police will contact the Bomb Squad to perform a search as warranted. The State Police Bomb Squad will determine if the building is to be evacuated.
- b) The UMMS-MD, the UMMS-FM or UMMS-SM.
- 3) Fill out the Employee Bomb Threat Checklist in Attachment 2 (Emergency Response Guidelines, UMMS JP) while talking to the caller.
- 4) Ask the caller to repeat the message and write it down. Repeatedly ask questions. Ask where the bomb is and when it is to go off. Ask for the person's name, exact location and phone number.
- 5) Listen for background noises. Note gender, pitch of voice or any accent.
- 6) After the caller hangs up, sign and date the Employee Bomb Threat Checklist, copy, and bring it to Security immediately so that the information can be passed onto the State Police.
- 7) If directed, all employees must evacuate the building according to established procedures.

c. *If the bomb threat is received face to face:*

- 1) Ask the person where the bomb is, if they placed it, what it looks like, where it is, and why they would do it.
- 2) If possible, signal a co-worker to report the individual and the incident immediately by calling Security at 5911.
- 3) If the person is not familiar to you, make a mental note of his/her physical characteristics.
- 4) Notify Security of any details of the conversation or description of the individual. Security will notify the UMMS-SM, UMMS-FM, UMMS-MD, and the State Police.
- 5) Security or the State Police will remove the employee from the area and hold them for questioning.
- 6) If not a hoax, Security will call State Bomb Squad and immediately evacuate the building.
- 7) The Bomb Squad will assess the situation on site and notify other agencies as appropriate.

d. *Suspicious packages*

- 1) Characteristics of suspicious packages include:
  - a) Packages, containers, or letters with misspelled words, badly typed or written
  - b) Packages resealed or tampered with
  - c) Incorrect title or addressed to a persons' title only
  - d) Badly taped or completely sealed with tape
  - e) Noises emanating from package
  - f) Lopsided or uneven packages
  - g) Rigid or bulky packages or envelopes
  - h) Oily stains, discolorations, or crystallization on the outside wrapper
  - i) Excessive tape or string around the package
  - j) Protruding wires from the package
  - k) Strange odor
  - l) No return address on envelope or package
  - m) Restrictive markings such as "PERSONAL" marked on envelope or package
  - n) Powder or other suspicious substance on the outside of envelope or package
  - o) Excessive postage on envelope or package
  - p) Possibly mailed from a foreign country
  - q) Location of package. Would one expect to find a package in this location?
- 2) General guidelines for handling mail or packages suspected of containing a biological, chemical or radiological threat or a bomb threat at the MDPH/HSLI Tower Building:
  - a) Stop. Do not handle or open the item. Do not bump, shake, smell, touch or taste the item.
  - b) Isolate the item immediately by cordoning off the area.
  - c) Keep a distance from the package.
  - d) Wash hands with soap and warm water if biological or chemical threat is suspected.
  - e) Shield oneself from object if a radiological threat is suspected.
  - f) Evacuate immediate occupants.
  - g) Notify Security at 5911. Security will notify:
    - i. The UMMSFM, UMMS-SM, and UMMS-MD
    - ii. The State Bomb Squad

- iii. The State Police
- iv. The Bioterrorism Response Laboratory. The BTRL PI will notify, as warranted, (1) the RO, (2) the Postal Inspector, (3) the local Fire Department/Hazmat Unit, (4) law enforcement
- v. The Radiation Control Laboratory, IF a radiological threat is suspected. The Radiation Control Laboratory will notify, as warranted, (1) the Postal Inspector, (2) local Fire Department/Hazmat Unit as appropriate, (3) law enforcement.

- h) Security will evacuate other areas as warranted.
- i) The Bomb Squad will assess the situation on site and notify other agencies as appropriate.

e. *Letters, packages or containers with an unknown powder-like substance and threatening communication:*

- 1) Contact the Bioterrorism Response Laboratory.
- 2) A chain-of-custody form must be initiated along with an incident report.
- 3) The BTRL will triage the specimen and determine if there is a threat.
- 4) The BTRL PI should notify the local FBI WMD Coordinator, a certified HAZMAT unit, local law enforcement, the Postal Inspector (if it appears that the threat was delivered through the U.S. Postal Service), and the RO.
- 5) The appropriate laboratory will perform definitive identification or analysis and communicate results to appropriate authorities.
- 6) If the situation involves a chemical, contact the Chemical Terrorism Response Laboratory.

## 7. Emergencies such as fire, gas leak, explosion, power outage, etc.

a. *Evacuation procedures:*

- 1) Whenever the building must be evacuated, employees of registered laboratories must ensure that SATs in incubators, freezers and refrigerators are secure and locked whenever possible.
- 2) The fire alarm system will automatically override the laboratory security system in all laboratories and secure floors except 404, 712, 760, 866, 869. The magnetic doors are powered off to allow immediate exit and entry without using the proximity card. The doors will remain unlocked until the fire alarm has been reset.
- 3) If an authorized user is conducting work using SAT in rooms 404, 712, 760, 866 and 869 when a fire alarm has sounded, the person may leave the SAT in the biosafety cabinet (BSC) to ensure a quick departure from the building. As soon as it is safe to re-enter the building, the employee will immediately return to the laboratory to verify the status of the unattended SAT (i.e. SAT remains as it was placed in the BSC at time of evacuation). The employee who left the SAT unattended will complete the **Unattended Select Agent Incident Log** (MDPH BLS SOP SA.001, Form SA001-04). Any discrepancies must be immediately reported to the RO and to the BLS Director.
- 4) Immediately notify Security of any suspicious persons or activities.
- 5) Emergency Door Release (EDR) Button. If employee identification access card does not work, or an event occurs requiring personnel to promptly exit the LSS restricted area, push the EDR located inside each area. The EDR allows users to leave the room or hallway without scanning their access identification card. The EDR is located on the interior of each interlock door or hallway and contains a tamper proof cover to prevent accidental activation. All EDR activations will be documented by each employee using the **Emergency Door Release Button Activation Log** (MDPH BLS SOP SA.001, Form SA001-03).

b. *Power Outage*

- 1) If possible, call UMMS-FM or Security at 5911.
- 2) If you are in an unlighted area, proceed cautiously to an area that has lighting. Provide assistance to others in your area that may be unfamiliar with the space.
- 3) If instructed to evacuate, proceed cautiously to the nearest exit.
- 4) If working in a BSC, immediately close the sash. If the BSC is in room that is usually negatively-pressured, evacuate immediately.
- 5) In the event of a long-term power loss, arrangements should be made to relocate and secure SAT within suitable lock boxes or locked containers containing suitable coolant materials within the manually locked registered laboratories, or if necessary, arrangements must be made with the CDC SAT Program to transfer the SATs to another SAT-registered facility until power is restored.

*c. Serious Gas Leak*

- 1) Cease all operations and immediately vacate the area.
- 2) Do not turn on or off any electrical appliances, lights, etc.
- 3) From a distant phone, immediately call UMMS-FM or Security at 5911.

*d. Plumbing Failure/ Flooding*

- 1) Call UMMS-FM or Security at 5911 immediately, giving the exact location and severity of leak.
- 2) If there are electrical appliances and outlets near the leak, use extreme caution.
- 3) If there is any possible danger, evacuate the area.
- 4) If you know the source of the water and can safely stop it (i.e. unclog the drain, turn off the water, etc.), do so cautiously.
- 5) Be prepared to assist as directed in protecting objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, by covering, removing or elevating them.

*e. Fire*

If a fire is observed, activate the nearest fire alarm pull station, exit the facility, and provide details to the Fire Command Coordinators (facilities or safety personnel) stationed at front of the building. When the alarm sounds, evacuate the building immediately using stairs at the nearest exit, according to the UMMS Emergency Response and Contingency Plan.

**8. Planning and coordination with local emergency responders**

On an annual basis, the BT lab director and/or the RO will communicate with FBI, Boston EMS, Boston Fire/HazMat and Boston Police regarding the layout of the BSL2+ and BSL3 labs to familiarize them with current facilities practices and laboratory procedures, and address any concerns and questions that may arise. A site visit to the lab will be arranged as needed.

**9. Medical incident response plan**

*a. First aid:*

- 1) Cuts or other wounds (including non-intact skin) - squeeze the wound to make it bleed if possible. Wash the wound with soap and water immediately for 15 minutes.
- 2) Exposure to mucous membranes of eyes, nose, or mouth - rinse the exposed mucous membranes for 15 minutes.
- 3) Intact skin exposure- flush the skin with water for at least 15 minutes, using soap and water wherever possible. Exposure to mucous membranes of eyes, nose, or mouth - rinse the exposed mucous membranes for 15 minutes.
- 4) The injured person and/or the supervisor must complete the DPH HR IA form and submit to HR within 24 hours of the incident. Seek medical attention as needed as described in Attachment 2 (Emergency Response Guidelines, UMMS JP).

*b. If a medical emergency occurs in a high-containment the BSL2+ or BSL3 laboratory and ill person is conscious, then other employees should:*

- 1) Call x9-911 for local emergency responders. Response is faster if the call is made from a landline (calls made from landlines go directly to Boston responders, while calls made from cell phones get routed to Boston responders via the State Police). Call x5911 to notify security desk of location of ill person. Enlist assistance from colleagues if possible.
- 2) Assist the ill person in walking or being carried out of the lab.
- 3) Assist the ill person with routine PPE doffing procedures and any decontamination steps that are indicated.
- 4) Seek medical attention as needed as described in Attachment 2 (Emergency Response Guidelines, UMMS JP).
- 5) The injured person and/or the supervisor must complete DPH HR IA form and submit to HR within 24 hours of the incident.

*c. If a medical emergency occurs in a high-containment the BSL2+ or BSL3 laboratory and ill person is unconscious, then other employees should:*

- 1) Call x9-911 for local emergency responders. Call x5911 to notify security desk of location of ill person. Security will escort emergency responders to the location of ill person, holding elevators as needed. Enlist assistance from colleagues if possible.
- 2) *If the ill person is breathing*, drag the person into the warm room near the cold room door and remove the person's PPE and any contaminated clothing (see Attachment 3- Reaching and Moving an Ill or Injured Person). If any areas of skin are suspected to have been contaminated, wash thoroughly with soap and water or use a disinfectant wipe (such as Dispatch®). Once the person is free of contaminants, drag them into the cold room or hallway and continue to monitor breathing while awaiting emergency responders.
- 3) *If the ill person is not breathing and you are not trained in CPR*, await assistance from colleagues/emergency responders. Alternatively, call 9-911 from a lab speaker phone and follow 911 step-by-step instructions for CPR. While awaiting assistance, drag the person into the warm room near the cold room door and remove the person's PPE and any contaminated clothing (see Attachment 3). If any areas of skin are suspected to have been contaminated, wash thoroughly with soap and water. Once the person is free of contaminants, drag them into the cold room or hallway and continue to monitor breathing while awaiting assistance from colleagues and/or emergency responders.

d. *If the ill person is not breathing and you are trained in CPR*, then assess circulation and begin CPR if needed.

- 1) Enlist colleagues to:
  - a) Get the automated electronic defibrillator (AED) located in the elevator lobby on all floors.
  - b) Assess whether the person's PPE, clothing, or skin have been contaminated with infectious material
  - c) Determine what infectious material may have been released.
  - d) Contain and disinfect the spill, if needed, and if this can be done without significant interference with the resuscitation.
  - e) Assist with dragging and decontaminating the person as described below.
- 2) Drag the person into the warm room near the cold room door when an adequate pulse is restored.
  - a) Remove the person's PPE and any contaminated clothing. If any areas of skin are suspected to have been contaminated, wash thoroughly with soap and water.
  - b) Once the person is free of contaminants, drag them into the cold room and continue to monitor while awaiting emergency responders.
- 3) If the patient remains without pulse in the warm/hot rooms by the time the emergency responders arrive:
  - a) Lab personnel should communicate to the emergency responders:
    - i. The status of the patient (no pulse)
    - ii. Whether the patient or patient clothing/PPE is suspected to have been contaminated, and if so, with what agent.
    - iii. Whether the laboratory itself is expected to have been contaminated, and if so, with what agent.
  - b) The emergency responders should make an effort to don gloves, gowns, and appropriate respirators if time permits.
- 4) After the ill person has been removed from the laboratory for transport to the hospital:
  - a) Initiate facility decontamination as needed, including decontamination of the cold room floor.
  - b) The BLS director, in conjunction with the Bureau of Infectious Disease and/or with consulting Occupational Health/Infectious Disease physicians, will initiate medical surveillance procedures (SOP SA.004) for all involved laboratory personnel and emergency responders, including assessment of exposure and administration of prophylactic antibiotics if indicated.
  - c) The person's supervisor must complete a DPH HR Industrial Accident form and submit to HR within 24 hours of the incident.

## 10. Personal protective and emergency equipment

- a. 4<sup>th</sup> floor

- 1) PPE: Disposable particulate respirator (DPR) or powered air purifying respirator (PAPR), gowns, gloves, booties are located in cold room of the room 404 BSL3 laboratory suite and in the Emergency Response Cabinets located in the hallway on 4E and 4W (2 cabinets)
- 2) Fire extinguishers are located in the hallways of 4E and 4W and in the individual labs, including 404, the Bioterrorism Response Laboratory.
- 3) Fire alarm pulls are located at each stairwell exit and in the elevator lobby.
- 4) Spill kits are located in the hallway of 4E and 4W and in 404, the Bioterrorism Response Laboratory.
- 5) Spill disinfectants and neutralizers are located in the hallway of 4E and 4W.
- 6) Biohazard pop-up flag (to warn of an area cordoned off) and security tape to cordon off the area are located in the Emergency Response Cabinets located in the hallway of 4E and 4W.
- 7) AED is located in the 4<sup>th</sup> floor elevator lobby.
- 8) Fire blanket is located in the hallway of 4W.
- 9) Chemical spill neutralizer is located in the hallway of 4W.

b. 7<sup>th</sup> floor

- 1) PPE: Respirators (DPR or PAPR), gowns, gloves, booties are located in cold room of the room 713A BSL2+ laboratory suite.
- 2) Fire extinguishers are located in the hallway outside room 712/713 (2 extinguishers), in room 713, and in room 712 A/B.
- 3) Fire alarm pulls are located at the stairwell exits and in the elevator lobby.
- 4) Spill kits are located in the hallway outside room 712/713, and in room 712.
- 5) Spill disinfectants and neutralizers are located in the hallway outside room 712/713.
- 6) Biohazard security tape to cordon off the area are located in storage cabinet in the hallway outside room 712/713.
- 7) AED is located in the elevator lobby.
- 8) Emergency shower is located in room 713C.
- 9) First aid box is located in the hallway outside room 712/713.

c. 8<sup>th</sup> floor

- 1) PPE: Respirators (DPR or PAPR), gowns, gloves, booties are located immediately inside room 869. Gowns, gloves, and sleeves are located inside 760 and 866.
- 2) Fire extinguishers are located next to the doors to Rm 866 and Rm 759.
- 3) Fire alarm pulls are located at the stairwell exits and in the elevator lobby.
- 4) Spill kits are located in each laboratory.
- 5) Spill disinfectants and neutralizers are located in Rm 869, 866, and 760.
- 6) Biohazard pop-up flag (to warn of an area cordoned off) and security tape to cordon off the area are located in 869, 866, and 760.
- 7) AED is located in the elevator lobby

**11. Site security and control: see SA.001: Security Control System for Laboratories Containing Select Agents**

**12. Hazards associated with the SAT and appropriate actions to contain such agent or toxin: see biosafety plans for each SAT laboratory.**

**13. Drills and exercises**

- a. Drills and/or exercises must be conducted at least once a year to test and evaluate the effectiveness of the incident response plan.
- b. The drills or exercises must be documented and include after action reports for review.
- c. The RO must have a complete copy of the drill or exercise for review 4 to 6 weeks after the drill.
- d. The RO must ensure necessary changes are implemented in the plan.
- e. The plan must be reviewed and revised as necessary after any drill or exercise and after any incident.
- f. Training must reflect changes in the plan.

**L. COMPLIANCE MONITORING:** The RO and the MDPH BLS Director are responsible for ensuring compliance with this SOP. Compliance will be assessed using the reports, records, audits and reviews described herein.

## M. RECORD RETENTION

Record	Retention
Emergency Door Release Button Activation Log, SA001-03	3 years
Unattended Select Agent Incident Log, SA001-04	3 years
Laboratory Security System Event Form, SA001-09	3 years
Bomb Threat Checklist	3 years
LSS Entry/Exit Log, SA001-05	3 years
LSS System Reports	3 years
SAT Program forms	3 years
Documentation of SAT trainings, drills, and exercises	3 years
Documentation of SAT inventory	3 years

## N. REFERENCES

Public Health Security and Bioterrorism Preparedness and Response Act of 2002, Public Law 107-188.

Department of Health and Human Services, (CDC), 42 Part 73, Possession, Use, and Transfer of Select Agents and Toxins; Interim Final Rule 12/13/02

Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1030 Bloodborne Pathogens and Potentially Infectious Materials

US Department of Health and Human Services/CDC and National Institutes of Health. Biosafety in Microbiological and Biomedical Laboratories, 5<sup>th</sup> ed. Washington, D.C.; U. S. Department of Health and Human Services, Public Health Service, CDC and NIH, 2007

Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1450, Occupational Exposure to Hazardous Chemicals in Laboratories

Occupational Safety and Health Administration, (OSHA) 29 CFR Part 1910.1200, Hazard Communication

NIH Guidelines for Research Involving Recombinant DNA Molecules (NIH Guidelines), April 2002. The NIH Guidelines are available at <http://www.cdc.gov/od/sap>

CDC Health and Safety Manuals, Centers for Disease Control and Prevention, 2001, OhASIS HOME/ Biosafety Information

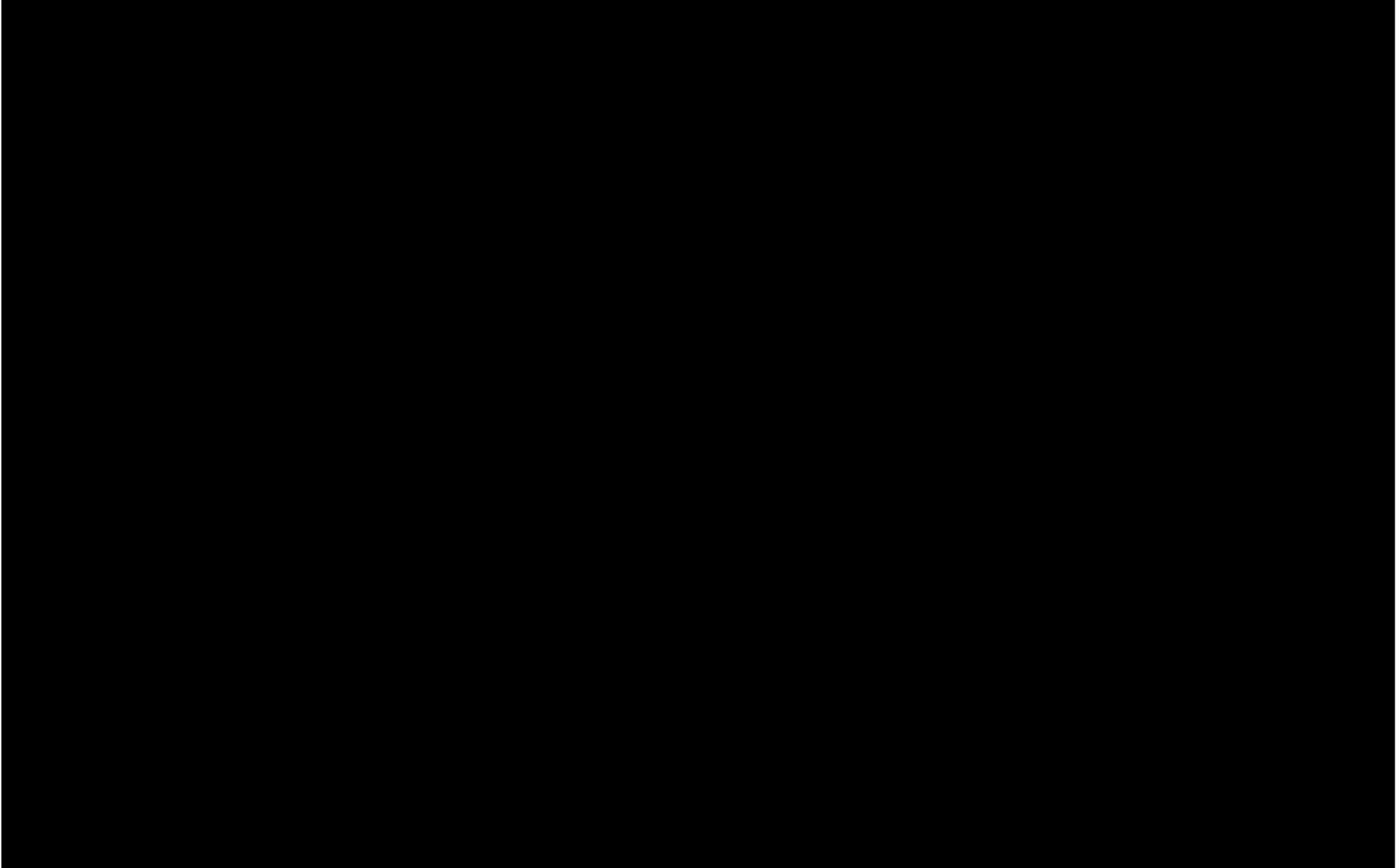
Laboratory Security And Emergency Response Guidance For Laboratories Working With Select Agents; Centers for Disease Control and Prevention.12/6/02. MMWR 51:RR-19, 1-6.

## O. ATTACHMENTS

1. Contacts list
2. Emergency Response Guidelines, UMMS Jamaica Plain
3. Reaching and Moving an Ill or Injured Person

ATTACHMENT-1

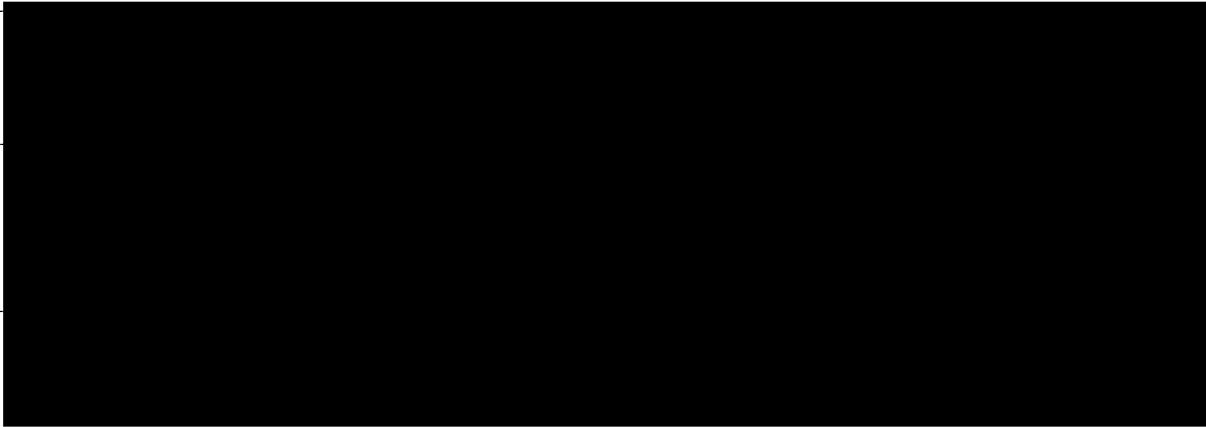
**MDPH/William A. Hinton State Laboratory Institute Response Contact List**



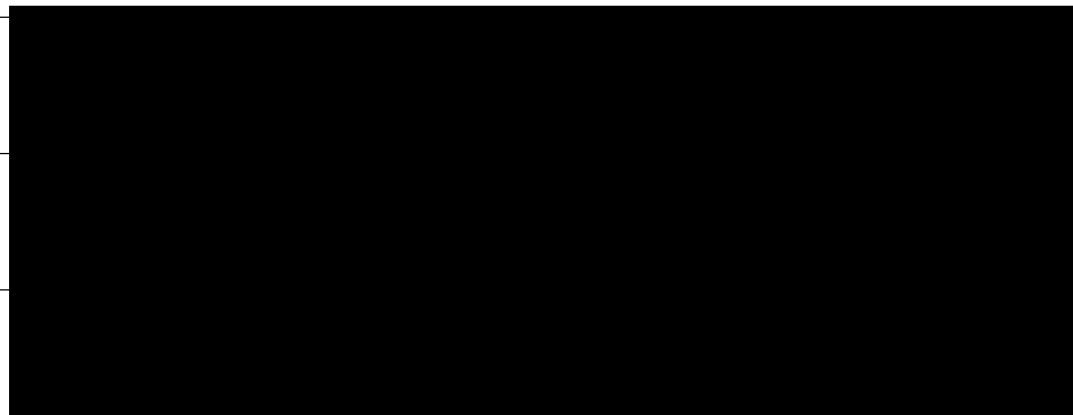
**ATTACHMENT-1**

**MA Local, State, and Federal Agency Contact Lists**

**LOCAL AGENCY CONTACT LISTS**



**STATE AGENCY CONTACT LIST**

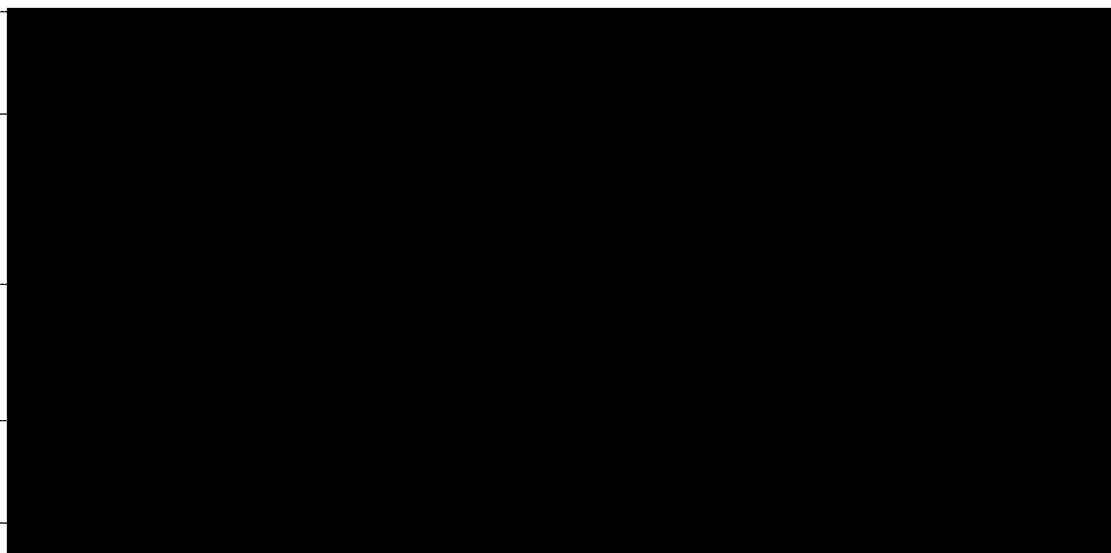


**MA Department of Environmental Protection Laboratory (DEP)**

Dina Conti	(617) 712-9015		
Oscar Pancorbo	Lab Director		H: (978) 686-3394
Tom McGrath	(978) 975-1138 x318		H: (978) 681-8740
Mike Bebirian	Lab Director- alternate		H: (603) 898-6438
Nelson Gomez	WES Lab Supervisor		H: (978) 745-2669
Lisa Touet	WES Lab Supervisor		H: (978) 664-1531

**ATTACHMENT-1**

## FEDERAL AGENCY CONTACT LIST



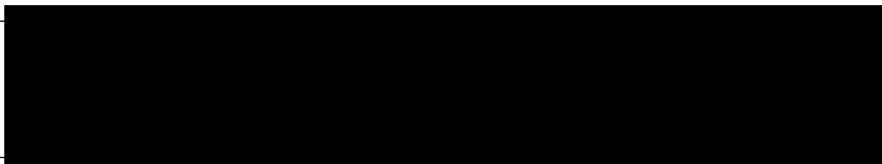
### Food and Drug Administration:

Paul Morin	NE FERN Lab Coordinator	W: (718) 340-7181	
Keroline Simmonds	Food Chem. Branch Director	W: (718) 340-7132	
Alice Cohen	Food Micro. Branch Director	W: (718) 340-7133	

### Federal Bureau of Investigation (FBI) Boston

Daniel Einhaus	WMD Coordinator	W: (617) 223-6167	
Kara Spice	WMD Assistant Coordinator	W: (617) 742-5533	
Brad Davis	Supervisory Special Agent	W: (617) 223-6528	

U. S. Secret Service Main Number: 1-800-424-8802



ATTACHMENT-1

<u>Contact List for Tenants of the William A. Hinton State Laboratory Institute-Tower Building,</u> <u>University of Massachusetts Medical School, Jamaica Plain Campus</u>		
Program	Contact Person	Phone Number
<i>University of Massachusetts Medical School</i>		
Managing Director of Jamaica Plain Campus	Jay Mitchell	(617) 983-6219
Environmental Health and Safety	Howard Lefkin	(617) 983-6207
Facility Department	James Aquilino	(617) 983-6542
Information/Computer Services	Patricia Lautner	(617) 983-6279
Maintenance Department	John Nickerson	(617) 983-6545
Massachusetts Biologic Laboratories	Brian Abbott	(617) 983-4357
New England Newborn Screening Program	Roger Eaton, PhD	(617) 983-6317
Reference Laboratory Division (FERN Training and Supranational TB)	Martin Baker	(617) 983-6912
Security Department	Charles Miller	(617) 983-6541
Security at Main Entrance to Building	Dial 5-911	
<i>Massachusetts Department of Public Health</i>		
<b>Bureau of Environmental Health</b>		
Food Protection Program	Kim Foley	(617) 983-6747
Radiation Control Program	Donald Buckley	(617) 983-6879
<b>Bureau of Health Care Safety and Quality</b>	Patricia Calvagna-Lusk	(617) 983-6713
Drug Control Program	Grant Carrow	(617) 983-6701
<b>Bureau of Infectious Disease</b>	Director- Kevin Cranston	(617) 983-6543
Medical Director	Alfred DeMaria, MD	(617) 983-6550
Integrated Surveillance and Informatics Services	Gillian Haney (Surveillance) Doreen Corbin (IT)	(617) 983-6863 (617) 983-6808
Epidemiology and Immunization	Epidemiologist on Call	(617) 983-6800
Refugee and Immigrant Health Program	Jennifer Cochran	(617) 983-6590
Sexually Transmitted Disease Prevention	Brenda Cole	(617) 983-6841
Tuberculosis Prevention and Control	Susan Etkind	(617) 983-6970
<b>Bureau of Laboratory Sciences</b>	Director- Linda Han, MD	(617) 983-4362
<b>Division of Analytical Chemistry</b>	Julianne Nassif	(617) 983-6651
Chemical Terrorism Response Laboratory	Jennifer Jenner	(617) 983-6650
Childhood Lead Screening Laboratory	Alan Rubin	(617) 983-6665
Drug Analysis Laboratory	Charles Salemi	(617) 983-6622
Environmental Chemistry Laboratory	Jill Clemmer	(617) 983-6657
<b>Division of Microbiology</b>	Linda Han, MD	(617) 983-4362
Bacteriology Reference Laboratory	Peter Belanger	(617) 983-6607
Bioterrorism Response Laboratory	Cheryl Gauthier	(617) 983-6266
Foodborne Disease Surveillance Laboratories	Garry Greer	(617) 983-6608
HIV/Hepatitis/STD Laboratories	Arthur Kazianis	(617) 983-6372
Mycobacteriology Laboratory	Paul Elvin	(617) 983-6381
<b>Division of Molecular Diagnostics and Virology</b>	Sandra Smole, PhD	(617) 983-6966
Arbovirus Field Program	Cynthia Stinson, PhD	(617) 983-4364
Bio-Watch Laboratory	Glenn Krumholz	(617) 983-6679
Molecular Diagnostics Laboratory	Scott Hennigan	(617) 983-6391
Rabies Laboratory	Xingtai Wang, PhD	(617) 983-6385
Virus Isolation Laboratory	Raimond Konomi, PhD	(617) 983-6383
Virus Serology Laboratory	Karen Chen	(617) 983-6397

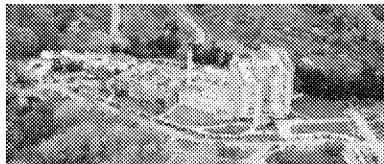
ATTACHMENT-1

<b><u>Contact List for Tenants of the William A. Hinton State Laboratory Institute-Tower Building, University of Massachusetts Medical School, Jamaica Plain Campus</u></b>		
<b>Program</b>	<b>Contact Person</b>	<b>Phone Number</b>
<i>National Laboratory Training Network (APHL/CDC)</i>		
Regional Office at Jamaica Plain	Shoolah Escott	(617) 983-6284
	Denise Korzeniowski	(617) 983-6278
Massachusetts Racing Commission Laboratory	Lucille Saccardo, Melchor Layton	(617) 983-6558
MDPH Human Resources	Cecilia Marinucci	(617) 983-6218

**ATTACHMENT 2: EMERGENCY RESPONSE GUIDELINES, UMMS JP**

Note: This document is posted in hard copy throughout the building and is available on the building intranet.

# **EMERGENCY RESPONSE GUIDELINES**



UMass Medical School - JP  
305 South St.  
Jamaica Plain, MA 02130

## **In an Emergency...**

For an Ambulance

Dial 9-911  
then  
Ext. 5911

For Police, Fire, Medical Emergency, or  
other incidents including: Chemical or  
Biological Spills, Suspicious Packages, or  
other Activities:

Call Security at Ext. 5911

Security will contact appropriate responders.

## ATTACHMENT 2

### Chemical Spill

#### Minor Chemical Spills

- Alert other people in the lab that a spill has occurred.
- Turn off all sources of ignition if it is safe to do so.
- Wear appropriate protective clothing, lab coat, chemically resistant gloves, and safety goggles.
- Use chemical absorbent pads to soak up small spills.
- Use chemical neutralizers for corrosives.
- Collect the spill in appropriate container; label the spill materials following the Hazardous Waste Generator Procedure.
- Notify the Environmental Health & Safety Department at x6207 of a spill and arrange for a waste pickup within 3 days of the incident.

#### Major, Highly Hazardous, or Unknown Chemical Spills

- Alert people in the lab to evacuate area.
- Turn off all sources of ignition if it is safe to do so.
  - Call Security at x5911 to report the situation.
- Notify the Environmental Health & Safety Department at:
  - EH&S Manager x6207, cell: (508) 340-7169
  - to report:
    - Chemical name
    - Approximate volume spilled
    - Location of the spill
    - Phone number to be reached
- Prevent the spill from spreading by blocking with pads or spill boom.
- Place warning tape and spill signs near area to prevent traffic.
- Evacuate the area.

Location of chemical spill supplies: \_\_\_\_\_

### Chemical Spill

## ATTACHMENT 2

### Biological Spill

#### BIOLOGICAL SPILL – LABORATORY AREA

- Alert all others in the area of the spill.
- Allow aerosols to settle.
- Cover the spill with dry paper towels.
- Use the appropriate disinfectant currently in use to neutralize the biological hazard.
- Wear appropriate PPE, such as gloves, lab coat, and face shield and respirator where required.
- Pour the disinfectant around the edges of the spill to avoid further aerosolization or alternatively, paper towels soaked in the disinfectant can be placed over the spill area.
- Remove any extraneous items from the spill site that need to be decontaminated.
- Allow the disinfectant to remain in contact with the spill for approximately 20 minutes.
- Gather up all materials used to clean up the spill and contaminated items and place them in an autoclave bag (remove glass or sharps with forceps).
- After cleanup, wipe down affected area with a 5% bleach solution, rinse the area with water, and allow to air dry.
- Autoclave all contaminated items.
- Contact the lab supervisor and Environmental Health & Safety Department.

#### BIOLOGICAL SPILL – SELECT AGENT LABORATORY

Follow procedures for biological spill as listed above with the following additions:

- PPE should include wrap-front gown, double gloves, face shield, and waterproof booties.
- Record details of the spill in writing. Include material spilled, quantity, date, time, special conditions, personnel involved, etc.
- Provide this information to the responsible official, director of SLI, supervisor, and Safety Department.

#### BIOLOGICAL SPILL – COMMON AREA

- Place warning sign around the periphery of the spill to alert others of the spill.
- If the first witness is one of the laboratory staff or a supervisor, he/she should clean up the spill according to the guidelines above.
- If not witnessed by laboratory staff or a supervisor, call in-house Help at x5911.

### Biological Spill

## ATTACHMENT 2

### Suspicious Packages

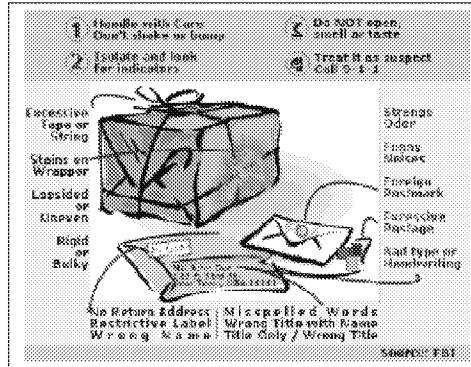
*If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it!!!*

Immediately dial 5911 to report it to the front desk.

#### Letter and Parcel Bomb Recognition Checklist

##### Inspection of Packages – Look For:

- Foreign mail, air mail, and special deliveries
- Restrictive markings such as "confidential" or "personal"
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Misspellings of common words
- Oily stains or discolorations on package
- Excessive weight
- Rigid, lopsided, or uneven envelopes
- Protruding wires or tinfoil
- Excessive tape or string
- Visual distractions
- No return address



##### Handling a Suspicious Package:

<ul style="list-style-type: none"><li>• Do not open or shake it.</li><li>• Do not carry or show it to others.</li><li>• Do not sniff, touch, or taste it.</li></ul>	
	<ul style="list-style-type: none"><li>• Do place it on a stable surface, preferably a bio-safety cabinet.</li><li>• Do alert others in the area.</li><li>• Do leave the area, close doors, and prevent others from entering by using signs or guarding.</li><li>• Do wash hands with soap and water.</li><li>• Do create a list of persons in the room where the package was received.</li></ul>

### Suspicious Packages

## ATTACHMENT 2

### Bomb Threat Checklist

*The person receiving the threat should use the checklist below to gather as much information as possible.  
The information should be brought to Security in order to inform authorities.*

Name of Employee: Laboratory Name:		Title: Room No.      Phone Number					
Time of Call:	Date of Call:	Number at Which Call was Received:	Length of Call:				
<b>Questions to ask:</b> 1. When is the bomb going to explode? 2. Where is it right now? 3. What does it look like? 4. What kind of bomb is it? 5. What will cause it to explode? 6. Did you place the bomb? 7. Why? 8. What is your address? 9. What is your name?							
Caller's Identity:		<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Adult	<input type="checkbox"/> Juvenile	Age:	Race:
Origin of Call:		<input type="checkbox"/> Local	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Phone Booth	<input type="checkbox"/> Cellular Phone		
Exact Wording of the Threat: Use other side if needed.							
<b>Caller's Voice:</b>				<b>Background Sounds:</b>			
<input type="checkbox"/> Angry	<input type="checkbox"/> Deep	<input type="checkbox"/> Accent	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Machinery			
<input type="checkbox"/> Calm	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Crockery	<input type="checkbox"/> Animal Noises			
<input type="checkbox"/> Crying	<input type="checkbox"/> Lisp	<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Voices	<input type="checkbox"/> Clear			
<input type="checkbox"/> Excited	<input type="checkbox"/> Nasal	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> PA System	<input type="checkbox"/> Static			
<input type="checkbox"/> Laughter	<input type="checkbox"/> Normal	<input type="checkbox"/> Disguised	<input type="checkbox"/> Music	<input type="checkbox"/> Motor			
<input type="checkbox"/> Loud	<input type="checkbox"/> Ragged	<input type="checkbox"/> Familiar	<input type="checkbox"/> House Noises	<input type="checkbox"/> Office Machinery			
<input type="checkbox"/> Rapid	<input type="checkbox"/> Raspky	<input type="checkbox"/> Whispered	<input type="checkbox"/> Other:				
<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred				<b>Threat Language:</b>		
<input type="checkbox"/> Soft	<input type="checkbox"/> Stutter	<input type="checkbox"/> Other:	<input type="checkbox"/> Taped	<input type="checkbox"/> Foul			
If the voice is familiar, whom does it sound like?			<input type="checkbox"/> Incoherent	<input type="checkbox"/> Well Spoken			
			<input type="checkbox"/> Message read by threat maker				
<b>Incident Reported Immediately To:</b>							
<input type="checkbox"/> Security Name:				Date:			
<input type="checkbox"/> Supervisor Name:				Date:			
<b>Remarks:</b>							

### Bomb Threat

## ATTACHMENT 2

### Fire Emergency

#### IF YOU DISCOVER SMOKE OR A FIRE, REMEMBER - R.A.C.E.

1. **R:** Remove anyone from immediate danger.
2. **A:** Activate the building fire alarm system and call 5911.
3. **C:** Confine the fire by closing all windows and doors.
4. **E:** Evacuate, leave the building.

Extinguish the fire, if it can be done safely.

#### Employee Procedure:

- a) Pull the nearest fire alarm.
- b) Call in-house Help at ext. **5911**, report location of fire or smoke.
- c) If possible, shut down operations before exiting.
- d) Evacuate building (use stairs, **DO NOT USE ELEVATORS**).
- e) Report to designated meeting point outside building. See **Building Evacuation Procedures**.
- f) Person activating alarm—report to Command Center.
  - Notify Command Center if you suspect someone may be trapped inside the building.

#### Fire Extinguishers

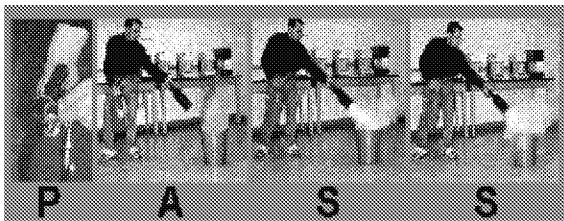
If the fire is small enough and you are properly trained you may use a nearby fire extinguisher to control and extinguish the fire. **Do not fight a fire if the following conditions exist:**

- You don't know what's burning.
- The fire is spreading rapidly.
- You don't have the proper equipment.
- You can't do so with your back to an exit.
- The fire might block your means of escape.
- You might inhale toxic smoke.
- Your instincts tell you not to do so.

Fire Marshall for this Area:

Alternate Fire Marshall for this Area:

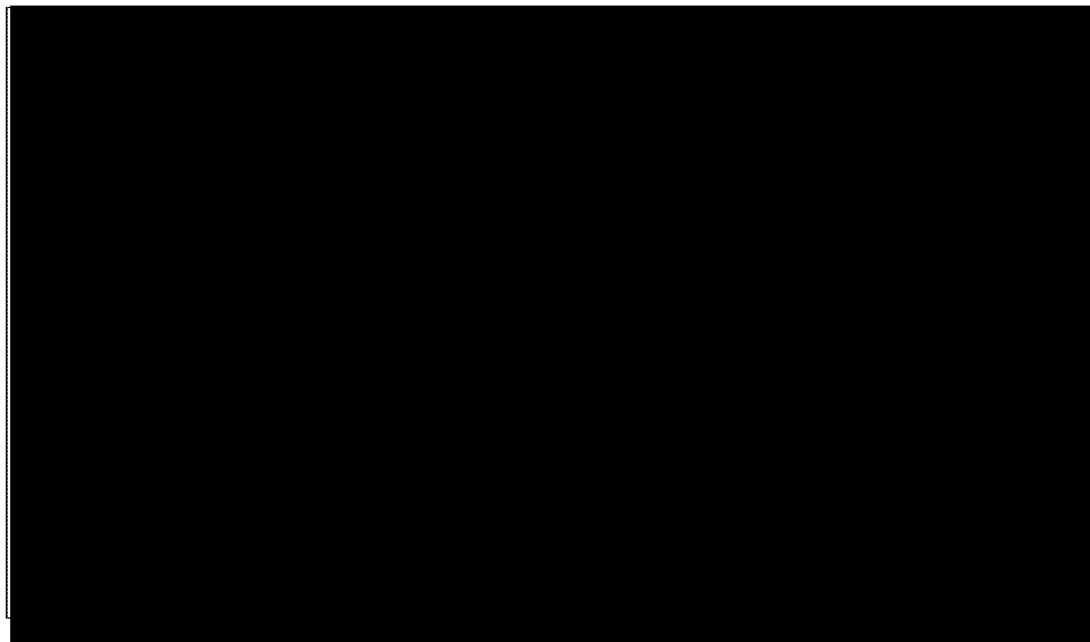
If the first attempt to put out the fire does not succeed, evacuate the building immediately.



- Pull the pin to release the handle.
- Aim the extinguisher at the fire from a distance of several feet.
- Squeeze the handle to start the extinguisher.
- Sweep the nozzle back and forth at the base of the fire.

### Fire Emergency

## ATTACHMENT 2



### Evacuation Assembly Areas, Front Parking Lot

Area	Group/Department	Area	Group/Department
1	TB Control and Prevention	13	CDC Administration, AIDS Surveillance, STDs
2	Refugee Health	14	Bacteriology, QA, Training Lab, NLTN, STD Laboratory
3	Biologics Administration Offices (Stables and JP Quad)	15	Newborn Screening
4	MBL Maintenance, Facilities/Engineering	16	MBL Process Development, Product Discovery
5	Vaccines, MTS	17	MBIS-CD Bureau, UMMS Computer Services, DPH Computer Services
6	Stockroom/Mailroom, Radiation Lab, Animal Quarantine	18	Facilities, Receptionist, Security, SLI Janitors
7	Mass. Public Health Assoc., Comm. Sanitation, Division of Food and Drug, CLIA	19	Glassware/Media Kit Areas, Specimen Receiving, Racing Commission
8		20	Environmental Chemistry Lab, Childhood Lead Screening
9	SLI Administration, International Training, Biologics QA, Cafeteria Staff	21	Division of Molecular Diagnostics and Virology, HIV Lab, Biowatch, Arboviruses
10	Drug Lab	22	TB Lab, Infectious Disease TB Lab
11	Purchasing & Contracts, Personnel, Library	23	Division of Epidemiology & Immunization (Metro Region), HIV/STD Surveillance
12	SLI & UMMS Administration, MBL HR	Front of building under alarm	Safety, Facilities Management, SLI Maintenance

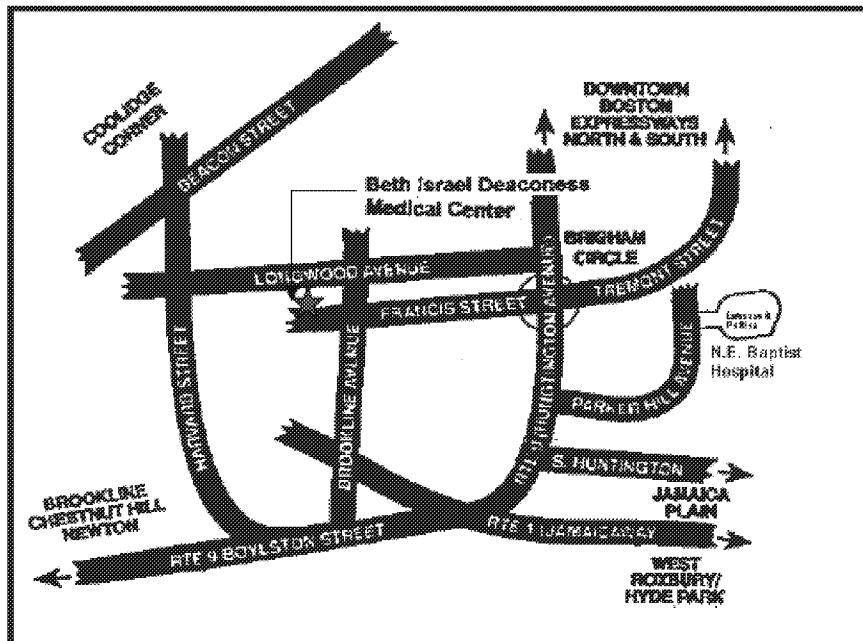
## ATTACHMENT 2

Emergency Evacuation Procedure	
<p><b>Fire Reporting:</b> If a fire is observed, activate the nearest fire alarm pull station, exit the facility, and provide details to fire command coordinators (facilities or safety personnel) stationed at front of building under alarm.</p>	
<p>↓</p>	
<p><b>Exiting:</b></p>	
<ul style="list-style-type: none"><li>• <b>Shut down hazardous operations:</b> If possible, operations in progress should be shut down before exiting. Inform fire command coordinators at the front of the building under alarm area if operations may become hazardous while unattended.</li><li>• <b>Attendance recorder personnel:</b> Exit with your departmental sign-in log sheet.</li><li>• <b>Floor monitoring personnel:</b> Assigned floor monitors are to walk through assigned areas (if it is safe to do so), and report that employees have evacuated to their attendance recorder, stationed outside.</li><li>• <b>Leaving the building:</b> If an audible evacuation alarm sounds, all employees in the building must immediately leave the building via the nearest exit. Doors should be closed upon exiting. Do not use elevators to exit the facility. Do not relocate to a different floor that may not be under alarm.</li></ul>	
<p><b>Handicapped Evacuation:</b> The floor monitor will escort disabled individuals, permanent employees, or visitors, to the nearest enclosed stairwell landing or safe area. The floor monitor will alert the fire command coordinators as to the location of the individual in need of assistance. The fire department will perform the evacuation.</p>	
<p>↓</p>	
<p><b>Assembly:</b> Evacuated employees must assemble in designated areas, as indicated on the map above.</p>	
<p>↓</p>	
<p><b>Accounting for Personnel:</b> The attendance recorder for each department must account for individuals present in the assembly area. If an employee has been identified as possibly missing, the attendance recorder coordinator must report this to the fire command coordinators stationed at the front of the building under the alarm.</p>	
<p>↓</p>	
<p><b>Providing Critical Information:</b></p>	
<ul style="list-style-type: none"><li>• <b>Employee Injuries:</b> If an employee is injured in the course of a fire or evacuation, immediately report this information to the fire command coordinators stationed at the front of the building under the alarm, who will obtain medical assistance.</li><li>• <b>Fire Incident Details:</b> If an employee knows or suspects the source of the fire or smoke, report this information to fire command coordinators stationed at the front of the building under the alarm.</li></ul>	
<p>↓</p>	
<p><b>Facility Re-Entry:</b> Re-entry into the facility is permitted when the "all clear" signal is given by the responding fire department or from a fire command coordinator. A green flag may be used to signal "all clear."</p>	
Alarm System Information	
<p><b>Alarm Zones:</b> The three main buildings (SLI, Biologics, and Stables) have separate alarm systems:</p>	
<p><b>Alarm Description—SLI 8 Story Facility</b></p>	
<p><input type="checkbox"/> A <i>continuous tone alarm and strobe light</i> system will activate for the entire facility.</p>	
<p><b>Alarm Description—Biologics and Stables Facilities</b></p>	
<p><input type="checkbox"/> A <i>continuous tone alarm and strobe light</i> system will activate for the entire facility.</p>	

# Emergency Evacuation Procedure

## ATTACHMENT 2

### Medical Emergency and Work Place Injury Procedure Directions to Occupational Health Providers



#### Directions:

##### New England Baptist Hospital Occupational Medicine Center

Building: Converse 6  
125 Parker Hill Avenue Boston, MA 02120  
Phone: (617) 754-5628

Take the Jamaica Way (Route 1) north toward Boston. Take the Route 9 East exit, take a right at the end of the exit onto Huntington Avenue. Continue on Huntington Avenue to the 2nd set of lights. At the 2nd set of lights take a right onto Parker Hill Avenue. Follow Parker Hill Avenue up to the main entrance on the right. Proceed to the front entrance. Once inside, ask the receptionist located at the desk in the front lobby for directions to the Occupational Medicine Center in the Converse Building on the 6th floor.

##### Beth Israel Deaconess Medical Center Emergency Room

109 Francis St., Boston, MA  
Phone: (617) 754-2400

Take the Jamaica Way (Route 1) north toward Boston. Continue on the Jamaica Way until you come to Brookline Avenue. Take a right onto Brookline Avenue. Continue on Brookline Avenue, take the first left onto Francis Street and a right onto Pilgrim Road. Short-term parking is available adjacent to the ER.

## ATTACHMENT 2

Medical Emergency and Workplace Injury Procedure	
<p><b>Life-Threatening Emergencies:</b></p> <ul style="list-style-type: none"><li>• Remove employee away from hazard if safe to do so.</li><li>• Dial 9-911 for an ambulance.</li><li>• Dial x5911 to notify front desk of the injured employee's location.</li><li>• Administer first aid/CPR if you are trained, or keep employee comfortable until assistance arrives.</li><li>• Notify employee's supervisor of incident details.</li><li>• Notify Environmental Health and Safety at x6207, or cell: (508) 340-7169; pager: (617)675-1896.</li><li>• Supervisor must submit incident report and initiate an accident investigation within 24 hours.</li></ul>	<p><b>Non Life-Threatening Injuries/Exposures (Work-Related):</b></p> <ul style="list-style-type: none"><li>• Move employee away from hazard if safe to do so.</li><li>• Provide basic assistance (see below).</li></ul> <p>↓ ↓ ↓ ↓ ↓ ↓</p>
<p><u>Injury/Sudden Cardiac Arrest:</u> keep employee comfortable, administer first aid/CPR/AED <u>if you are trained</u>.</p> <p><u>Chemical/biological agents:</u> remove contaminated clothing; wash exposed area for 15 minutes. For chemical incidents, send a co-worker to obtain the chemical material safety data sheet, Room 202A, second floor, SLI.</p> <p>Obtain guidance from occupational health provider—check the time of the incident to determine provider availability:</p> <p>↓ ↓</p>	
<p><b>Monday-Friday, 8 am-4 pm</b></p> <p>Call the NE Baptist Hospital Occupational Health Department at (617) 754-5620, 125 Parker Hill Avenue, Boston. Report the details of the incident; follow medical instructions provided by NE Baptist Hospital.</p> <p>↓</p>	<p><b>Monday-Friday, 4 pm-8 am, weekends, holidays</b></p> <p>Call Independent Taxi at (617) 426-8276, request a cab to: State Laboratory Institute, 305 South Street, Jamaica Plain. Describe building (Tower, Stable, Biologics) for employee pick-up. Request cab to go to the emergency room at Beth Israel Deaconess Medical Center, 109 Francis Street, Boston, MA 02215; (617) 754-2400</p> <p>↓</p>
<p>If medical care is indicated by NE Baptist, call Independent Taxi (617) 426-8276 and request cab to: State Laboratory Institute, 305 South Street, Jamaica Plain. Describe building (Tower, Stable, Biologics) for employee pick-up. Taxi vouchers are available at the front desk of the Tower Building</p> <p>↓</p>	<p>Obtain a cab voucher from watchman on duty at front desk of Tower; notify watchman of cab arrival location (Tower, Stables, Biologics).</p> <p>↓</p>
<p>Notify the in-house HELP phone at x5911 of the cab arrival location (Tower, Stables, Biologics).</p> <p>↓</p>	<p>For chemical exposures, provide chemical material safety data sheet with injured employee or fax to Beth Israel at: fax: (617) 754-2499; phone: (617) 754-2400.</p> <p>↓ ↓ ↓ ↓ ↓</p>
<p>Send employee to NE Baptist Hospital. For chemical exposures, provide chemical material safety data sheet with injured employee or fax to NE Baptist at: fax: (617) 754-6453; phone: (617) 754-5620.</p> <p>↓</p>	
<p>Notify the employee's supervisor of the incident. Supervisor must: 1) Complete incident report paperwork within 24 hours to worker's compensation claims manager (human resources administrator), and 2) initiate an accident investigation within 24 hours.</p>	

## Medical Emergency and Workplace Injury

## ATTACHMENT 3: REACHING AND MOVING AN ILL OR INJURED PERSON

First Aid/CPR/AED for the Workplace, Participant's Workbook, ©2006 American Red Cross

### REACHING AND MOVING AN ILL OR INJURED PERSON

#### "Do No Further Harm"

One of the most dangerous threats to a seriously injured person is unnecessary movement. Usually when giving care, you will not face dangers that require you to move a person. In most cases, you can follow the emergency steps (**CHECK—CALL—CARE**) where you find the person. Calling for help is the most important step you can take in an emergency to help the person in need of care.

Moving a seriously injured person can cause additional injury and pain and complicate the person's recovery. Therefore, you should move a person **only** under the following three situations:

1. When you are faced with immediate danger
2. When you have to get to another person who may have a more serious injury or illness
3. When you need to provide proper care

Once you decide that you must move a person based on the guidance above, you must quickly decide **how** to move the person. Carefully consider your safety and the safety of the person. Base your decision on the dangers you are facing, the size and condition of the person, your ability and condition and whether you have any help.

To avoid injuring yourself or the person, use your legs, not your back, when you bend. Bend at the knees and hips and avoid twisting your body. Walk forward when possible, taking small steps and looking where you are going.

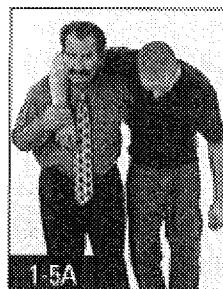
Avoid twisting or bending anyone with a possible head, neck or back injury. Do not move a person who is too large to move comfortably.

### Emergency Moves

#### WALKING ASSIST

To help a person who needs assistance walking to safety—

- Place the person's arm across your shoulders and hold it in place with one hand (Fig. 1-5A).
- Support the person with your other hand around the person's waist.
- Move the person to safety.
- A second responder, if present, can support the person in the same way on the other side (Fig. 1-5B).



#### PACK-STRAP CARRY

To move either a conscious or unconscious person—

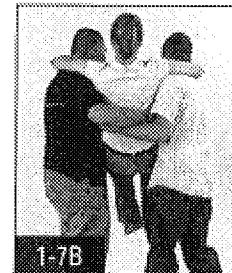
- Position yourself with your back to the person.
- Cross the person's arms in front of you and grasp the person's wrists.
- Lean forward slightly and pull the person onto your back (Fig. 1-6).



#### TWO-PERSON SEAT CARRY

To carry a person who cannot walk and has no suspected head, neck or back injury—

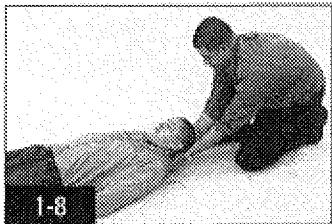
- Put one arm under the person's thighs and the other across the person's back.
- Interlock your arms with those of a second responder under the person's legs and across the person's back (Fig. 1-7A).
- Lift the person in the "seat" formed by the responders' arms (Fig. 1-7B).
- Move the person to safety.



### CLOTHES DRAG

To move a person who may have a head, neck or back injury—

- Gather the clothing behind the person's neck (Fig. 1-8).
- Pull the person to safety.
- While moving the person, cradle the head with the person's clothes and your hands.



### FOOT DRAG

To move a person too large to carry or move otherwise—

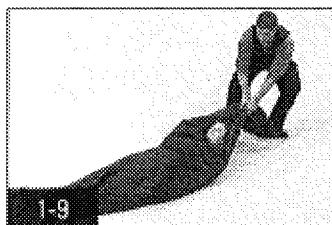
- Firmly grasp the person's ankles and move backward.
- Pull the person in a straight line and be careful not to bump the person's head (Fig. 1-10).



### BLANKET DRAG

To move a person in an emergency situation when equipment is limited—

- Keep the person between you and the blanket.
- Gather half the blanket and place it against the person's side.
- Roll the person as a unit toward you.
- Reach over and place the blanket so that it will be positioned under the person.
- Roll the person onto the blanket.
- Gather the blanket at the head and move the person (Fig. 1-9).



### Confined Spaces

A confined space is a space that is large enough and configured so that an employee can enter and perform assigned work. It has limited or restricted means of entry or exit (e.g., tanks, vessels, silos, storage bins, hoppers, vaults and pits are spaces that may have limited means of entry). They are not designed for continuous employee occupancy.

## P. APPROVAL SIGNATURES

Type of action	If procedure is revised: section, page number of revision and effective date	Approval signatures, date
<input type="checkbox"/> New		<b>MDPH Director, Bureau of Laboratory Sciences and SAT Program Responsible Official:</b>
<input type="checkbox"/> Periodic Review	<b>Effective date 2/1/2011.</b> 1. Entire document- has been reformatted and content updated to reflect current practices	
<input type="checkbox"/> Revision, minor	Revision prepared by:	Linda Han, MD, MPH
<input checked="" type="checkbox"/> Revision, major version# <u>2</u> .	Linda Han, RO	<b>SAT Principal Investigator:</b>
		Cheryl Gauthier, MA,MT(ASCP) Bioterrorism Response Laboratory
		<b>SAT Principal Investigator:</b>
		Scott Hennigan Molecular Diagnostics Laboratory
		<b>SAT Principal Investigator:</b>
		Raimond Konomi, PhD Virus Isolation Laboratory
		<b>Division Director, Analytical Chemistry:</b>
		Julianne Nassif
		<b>Division Director, Molecular Diagnostics and Virology:</b>
		Sandra Smole, PhD
		<b>UMMS JP Campus Property Manager:</b>
		Paul Casey

## Q. REVISION HISTORY

<b>Revision Level</b>	<b>Document Section</b>	<b>Changes Made to Document Section</b>
Version 1		Created document entitled, MDPH SA.005- Lab Security and Emergency Response Guidance for Working with Select Agents at the State Laboratory Institute effective 7/20/2003
Version 1		Minor document re-formatting only 6//2008
Version 2	1. Entire document	Effective date: 2/1/2011 1. Entire document- has been reformatted and content updated to reflect current practices